

enc 7-29-75

R.J.Reynolds Industries, Inc.  
Winston-Salem, NC 27102

RJR

July 21, 1975

Dr. Frederick B. Giller  
Literature Retrieval Division  
Room 808  
110 East 59th Street  
New York, NY 10022

Dear Fred:

This letter is to review my findings during the trip of June 25, 1975, to your facilities for the purpose of auditing the progress made concerning the objectives of the Literature Retrieval Division's Data Processing group as discussed in the letter of April 17, 1975.

1. Your ability to consistently perform Searches and Loads and account for the information in the data bank by methodical procedures is in excellent shape. I was very satisfied with Mr. Johnson's abilities at the Computer Center and was very pleased with his ability to concisely answer questions and get to the major points of my problems which we discussed.
2. The Atlanta, Georgia, facility is still considered by me to be the best alternate location for the purpose of having a backup facility and technical personnel available to help us.

On July 14, I was in Atlanta on other business and I again contacted Computer Management at which time it was confirmed that we have at our disposal at least two suitable locations for operations.

3. The in house shop maintenance and inventory of tapes, disks, source programs, object decks, etc., are in excellent condition.
  - a. The EDP office area containing the listings of all programs and the latest approved programs in the special location was very neat.



Centennial  
R.J. Reynolds Industries, Inc.

Dr. Frederick B. Giller

Page 2

July 21, 1975

- b. The documentation files and the master index system which I reviewed was excellent.
  - c. The new organization of your tape files by date and subject matter is a vast improvement over the old system and all is in excellent condition. The only recommendation that you might want to consider providing you have money in the budget would be closed cabinets for your hanging tape files.
  - d. The computer print out files generated through the edits and updates were found to be very neat and well organized.
  - e. All of the tapes and card decks at the library facility were very well organized and showed vast improvement over my previous visit. All in all, item No. 3 was in excellent condition.
4. You and your staff have improved the source program contents, the cataloged program contents, the identification and the organization that has been needed for quite some time. I found the condition of these items to be excellent.
5. The Systems library contains very good identification and the progress to date places its status in an excellent condition with the understanding of course that documentation is always an ongoing project. Your staff is doing an excellent job in this area.
6. The data processing personnel (Mr. Stewart Johnson and Miss Susan Reitler) appeared to me to be highly competent, well-educated, alert, young individuals whose activity level should ensure a successful operation for several years to come. It is quite refreshing to work with a young, intelligent man such as Stewart Johnson and I feel that he is capable of effectively resolving any problems which arise in the New York area. It is my opinion that regardless who you have and their qualifications there will be a certain level of authority to make changes which you would never want to relinquish to your staff without your prior approval. The type of change that I am speaking of would require a decision of whether you should do the work in house or do the work outside.

Your staff is definitely capable of performing in house maintenance and performing additional work to keep the system upgraded.

Dr. Frederick B. Giller

Page 3

July 21, 1975

7. I found that the relationships which you and Mr. Johnson have established with the Computer Center through Mr. Bob Benzel and Mr. Ray LeBeau are very good and I only hope that we may continue at the present high level so that we may continue to operate very efficiently and economically.

In summarizing, this past audit has ensured for me that the Literature Retrieval Division operation is in an excellent status and, in my opinion, the best that I have observed. We are now in a position to spend more energies and efforts on new accomplishments instead of so much time on housekeeping. Fred, your contributions to the objectives set forth earlier have been tremendous and I have enjoyed my chance to work with you. If I can be of any further assistance, please call me.

Very truly yours,

*William*

William S. Benbow